

ABSTRACT

Disclosed is an automated reservations system for use with a frequent flyer account or other similar awards account. The automated reservations system initially authenticates customers utilizing one or more forms of identification. The customer is then prompted to provide travel itinerary information to the reservations system by a series of voice prompt menus. Utilizing the customer-entered itinerary information, the automated reservations system queries a flight information database to determine if the requested itinerary is available. The automated reservations system then determines if the customer has the required amount of frequent flyer miles to book the requested itinerary. If the customer has the required amount of frequent flyer miles, the automated reservations system allows the customer to either ticket or hold the requested itinerary. The automated reservations system is also capable of assigning seats for each passenger in the customer's itinerary.